(b) if so, how such complaints are entertained and the manner in which these complaints are disposed off;

(c) whether Government propose to put such complaints and action taken thereon on the notice boards in the dispensaries/ hospitals for the satisfaction of the patients; and

(d) if so, the details of steps proposed to be taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA): (a) and (b) Government does receive some complaints against the doctors/staff working in CGHS Dispensaries, Complaint boxes/registers are maintained at the dispensaries. In addition there is an elaborate mechanism to dispose of the complaints at the level of the dispensary, concerned CGHS zone/unit and at the Headquarters.

In the Dte. GHS, 44 complaints were received during the last 3 years. Arrangements already exists to deal with public grievances in the Central Govt. hospitals in Delhi each of which has a Grievance Redress Officer to take action on the complaints received from the public and a report is periodically submitted to the Medical Superintendent on the action taken. The Medical Superintendent has adequate power to relax rules for redressing the hardships in individual cases relating to admission in the hospital, indoor and outdoor services, diet, cleanliness and behaviour of doctors/para-medical staff, etc. Adequate publicity about the availability of Grievance Redress Officer is given and complaint boxes are provided in the prominent places in the hospitals.

(c) and (d) There is no proposal to put the complaints and action taken thereon on the notice boards in the dispensaries/hospitals as action taken on the complaints is duly intimated to the complainants.

Saving Delhi from Dengue

†2314. SHRIMATI SAROJ DUBEY: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether it is a fact that according to a report of the Directorate of Anti Malaria Programme, Adies mosquitoes of fatal Dengue are growing in Delhi;

(b) if so, whether Government are going to take any effective steps to save Delhi from the grip of Dengue;

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†Original notice of the Question was received in Hindi.

(c) if so, the details thereof; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA): (a) to (d) Aedes aegypti Mosquito, vector of Dengue fever is prevalent in some parts of Delhi. However their density is being regularly monitored to keep them under check. Only one incidence of Dengue has been reported from the Capital during June, 2001.

Steps taken to prevent and control the disease include:—

- Dengue/Dengue Haemorrhagic Fever (DHF) has been made a notifiable disease in Delhi
- Disease and vector surveillance.
- Vector control mainly through source reduction.
- Early diagnosis and case management in hospitals.
- Information, Education and Communication for community awareness
- Early response to epidemics.
- Capacity building through organisation of training of personnel involved in prevention and control of disease.
- Regular monitoring and review of Dengue situation by the concerned authorities.
- Deployment of domestic breeding checkers for vector surveillance, source reduction and community education.
- Enactment of legislative measures by MCD providing imposition of fine for abetting mosquitogenic conditions.
- Development and issue of guidelines to states for prevention and control of Dengue/DHF and containment of outbreaks.

Supply of material to H.P. under National Anti-Malaria Programme

2315. SHRI ANIL SHARMA: Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether Government have released materials like DDT etc. to Himachal Pradesh under the National Anti-Malaria Programme during 2000-2001;